# NASA Ames Research Center
# Known Issues with Eudora 5

**Issue:** Eudora made itself the default mailer without asking me. How do I fix it?

On some machines, the client will automatically make itself the default mail program. To disable this, go to Tools -> Options -> Extra Warnings and check the option "Start Eudora and it's not the default mailer." Exit Eudora and start up your other mail program. When it prompts you to make it the default mail program, click "Yes".

**Issue:** Eudora is taking up a large amount of free system resources OR Eudora is getting slower and slower the more I use it.

Check the following-

1) How large are your IN, OUT, and TRASH mailboxes? These three mailboxes are loaded into memory when Eudora is running, so if they're large, they can use memory ( RAM ). Keep them small, preferably under 1 MB in size each. Transfer old messages from these mailboxes to other mailboxes.

2) How many Quick Recipients do you have? Those are the listings in the pop-up menu under "New Message To". Every entry in pop-up menus uses RAM as well. Remove them from the Address Book.

3) How many windows do you have open in Eudora? If you have a lot of windows, each window takes up a bit of system resources. Press CTRL + SHIFT + W. That will close all windows in Eudora.

4) Try going to Tools: Options: Viewing Mail and uncheck "Use Microsoft Viewer".

5) Try going to Tools: Options: Moodwatch: and turn off Moodwatch checking in background.

6) Lastly, if you've tried all the above and Eudora is still using a lot of system resources, try this. Hold down the keys CTRL and SHIFT, then with these keys held down, go to Tools: Options. It will ask you to reset your settings file - say yes and see if the problems continue with a new settings file.

**Issue:** Eudora crashes while attempting to create a New Personality.

When Eudora attempts to create a new Personality it invokes the New Account Wizard and tries to locate any email clients set up on that machine that it can import from. Most likely, the files that Eudora is trying to import are either corrupted or not there (due to Registry entries that refer to where it used to be). The end result is that Eudora crashes.

To get past this error, do a search for the file NSIMPORT.EIF (Netscape Import) and delete it. Restart Eudora - you will no longer crash, but you will not be able to import settings or email from Netscape.

The files OLIMPORT.EIF (Outlook Importer) or OEIMPORT.EIF (Outlook Express Importer) may also exhibit this behavior.

**Issue**: I get a message that "Mailbox has been changed since its table of contents was created. Do you wish to use the old table of contents or create a new one?" with buttons for "Create new", "Use old" and "Cancel."

Choose "Create new."

Mailboxes in Eudora are made up of two files, ".mbx" files which contain all your mail, and ".toc" files which are the table of contents information that you see when you have the mailbox window open inside Eudora. If the modified date on these two files is not synchronized, Eudora will want to rebuild the toc from the mailbox to make sure that what is displayed in the window is the most accurate information. If you choose "Use old" you may end up keeping old pointers to messages that aren't there or not catching pointers to new messages that should be there.

If you ever have reason to suspect that your Table of Contents file has gotten corrupted and Eudora doesn't automatically allow you to fix it, you can force Eudora to rebuild the toc file by closing the program and deleting the XXX.toc (where XXX is the name of the mailbox) file for that mailbox, (note each mailbox will have an "XXX.toc" file and an XXX.mbx file ). CAUTION: **don't delete the .mbx file** - the .mbx has your actual mail in it!) Eudora will look at the .mbx file and create the table of contents based on the messages that it finds there.

**Issue:** After upgrading my Eudora, I launch the new Eudora and all my settings and mailboxes and addresses are gone.

Eudora's installer does not delete any of your personal data files so if things appear missing after an upgrade, then the new Eudora install was installed into a different directory than your previous installation. You can find the old installations and reinstall your upgrade into the same directory where your personal data files such as mailboxes (*.mbx), settings (eudora.ini), address books (nndbase.txt and *.txt in the Nickname folder). When the Install Shield Wizard asks you what directory you would like to use for the installation, click browse and select the directory where your data files reside.

Why would Eudora default to a different directory than where you older version was installed? Eudora looks at the registry for the last install directory. If it finds one, it will install into that directory; if it doesn't find the registry entry, it will default to installing in C:\Program Files\Qualcomm\Eudora Mail\.

**WINDOWS 2000/XP NOTE:** The security model of Windows 2000 has changed the way Eudora is installed and the way it determines where to create data files -- including mailboxes, email attachments, address books, and so on.

On a Windows 2000 system, only someone with Administrator privileges can install software in the Program Files folder. Someone with User privileges cannot do so. In fact, a program launched by a User can't store any data in the Program Files folder or any subfolder of Program Files. Unfortunately, earlier versions of Eudora would try to do exactly that by default; consequently, if an Administrator installed Eudora and a User tried to run it, it would fail to work properly.

With Eudora 5.0 under Windows 2000, the default location to install the application is still under Program Files, but the data files are kept in a User's Application Data folder (typically "C:\Documents and Settings\<username>\Application Data", where <username> is the User's login name). The installer lets you pick a different place for Eudora to store data. If only an Administrator is going to be running Eudora, the data can go anywhere at all, but if a User is going to be running Eudora, the data should go in that user's Application Data folder.


**Issue:** Every time I check mail with Eudora, multiple copies of the same message are downloaded.

This could be due to multiple personalities checking the same POP account, or it could be caused by a corrupted Leave Mail On Server file.

To check for multiple Personalities that access the same POP account, click on Tools: Personalities. In the Personalities window, right click on a personality and select Properties and see what the "login name" is on the Generic Properties tab and also what the server is on the "Incoming mail" tab. If two personalities have the exact same settings, don't check mail with both of them. You can remove personalities if

you don't really need multiple personalities for the same account. If you meant to have multiple personalities for the same account (for sending with various aliases or alternate return addresses), then go to the Generic Properties and uncheck "check mail" for all but one of the Personalities that access the same POP account.

If you do not have multiple personalities checking the same account, close out of Eudora and delete the LMOS.DAT file. This file is located in the Spool directory and keeps a list of all the messages that you have downloaded from the server in the past. It will be recreated the next time you check for mail (note: if you are leaving mail on the server, Eudora will download ALL the mail that is there on the first mail check after deleting the LMOS file).

Also, you may want to double check the messages to be sure they are actually duplicates. If the message-Id header is different for your message copies, then they are actually different messages - this implies that the messages were sent to you multiple times.